

Library Associate/Librarian Job Family Competency Matrix – October 5, 2006

(Each competency builds upon the other as the class series progresses.)

Effective Date: October 17, 2006

Classification Titles	Library Associate (Part-Time) Occupation Code: 558A B.U. 02, Grade 028: Salary Info	Library Associate (Full-Time) Occupation Code: 561A B.U. 02, Grade 028: Salary Info	Librarian I Occupation Code: 249 B.U. 06, Grade 008: Salary Info	Librarian II Occupation Code: 250 B.U. 06, Grade 014: Salary Info	Librarian III Occupation Code: 449A B.U. 09, Grade 018 Appt after 7/7/88: Salary Info Occupation Code: 448A B.U. 09, Grade 020 Appt before 7/7/88: Salary Info
GENERAL DUTY STATEMENT	Performs paraprofessional library work in providing reference, information, and material loan services to customers. Performs other related duties as required.	Performs paraprofessional library work in providing reference, information, and material loan services to customers. Performs other related duties as required.	Performs entry-level professional library work such as providing reference and referral services, performing online database searches, cataloging and classifying materials, assisting library patrons in locating library materials and using the library catalog, and assisting in the collection development and maintenance program. Performs other related duties as assigned.	Performs intermediate-level professional library work such as providing reference services, serving as a staff resource, assisting customers in locating library materials, and supervising, coordinating, and implementing the collection development and maintenance program. Performs other related duties as assigned.	Performs supervisory and professional library work in planning, organizing, evaluating, and directing the overall operation of an assigned central department or area library, or system-wide collection development. Performs other related duties as required.
SUPERVISION RECEIVED	Works under the general supervision of a unit supervisor.	Works under the general supervision of a unit supervisor.	Works under the moderate supervision of a unit supervisor or higher-level professional librarian.	Works under the general supervision of a unit supervisor or a higher-level professional librarian.	Works under the general supervision of a division manager.
SUPERVISION EXERCISED	May guide the work of clerical and technical employees as assigned.	May guide the work of clerical and technical employees as assigned.	May exercise close supervision or lead the work of paraprofessional, technical, and clerical employees.	May exercise close or technical supervision over lower-level professional, technical, clerical, and/or custodial employees.	May exercise close, general, or technical supervision directly and through subordinate supervisors over professional, technical, clerical, and/or custodial employees.

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TECHNICAL EXPERTISE: <i>Library Practice</i>	<p>Demonstrates the ability to develop an understanding of the principles, terms, and procedures of current urban library practice.</p> <p>Demonstrates an ability to develop an understanding of the SPPLA mission, vision, organizational structure, policies, procedures, programs, practices, terminology, and services.</p> <p>Demonstrates an ability to develop an understanding of collection development, cataloging, both Library of Congress and local classification systems, and SPPLA and community agency reference resources.</p> <p>Demonstrates an ability to apply this understanding in resolving the normal challenges associated with the work.</p>	<p>Demonstrates the ability to develop an understanding of the principles, terms, and procedures of current urban library practice.</p> <p>Demonstrates an ability to develop an understanding of the SPPLA mission, vision, organizational structure, policies, procedures, programs, practices, terminology, and services.</p> <p>Demonstrates an ability to develop an understanding of collection development, cataloging, both Library of Congress and local classification systems, and SPPLA and community agency reference resources.</p> <p>Demonstrates an ability to apply this understanding in resolving the normal challenges associated with the work.</p>	<p>Demonstrates an understanding of the full range of principles, terms, procedures, and practices of current library science and urban library practice</p> <p>Demonstrates an ability to quickly develop an understanding of the SPPLA mission, vision, organizational structure, policies, procedures, programs, practices, terminology, and services.</p> <p>Demonstrates an understanding of the full range of collection development, cataloging, classification systems, and both SPPLA and community agency reference resources.</p> <p>Demonstrates an ability to apply this understanding in resolving the full range of challenges associated with the work.</p>	<p>Demonstrates a complete understanding of the full range of principles, terms, procedures, and practices of current library science and urban library practice.</p> <p>Demonstrates a complete understanding of the SPPLA mission, vision, organizational structure, policies, procedures, programs, practices, terminology, and services.</p> <p>Demonstrates a complete understanding of the full range of collection development, cataloging, classification systems, and both SPPLA and community agency reference resources.</p> <p>Demonstrates an ability to apply this understanding in resolving complex challenges associated with the work.</p>	<p>Demonstrates an expert understanding of the full range principles, terms, procedures, and practices of current library science and urban library practice.</p> <p>Demonstrates an expert understanding of the SPPLA mission, vision, organizational structure, policies, procedures, programs, practices, terminology, and services.</p> <p>Demonstrates an expert understanding of the full range of collection development, cataloging, classification systems, and both SPPLA and community agency reference resources.</p> <p>Demonstrates an ability to apply this understanding in resolving the most complex challenges associated with the work.</p>

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TECHNICAL EXPERTISE: <i>Technology and Work Methods</i>	<p>Demonstrates an understanding of current computer hardware and software applications.</p> <p>Demonstrates an ability to diagnose and resolve basic computer operations and software application issues</p> <p>Demonstrates an understanding of and ability to use best work methods common to modern urban library practice.</p> <p>Demonstrates an ability to learn and use current technology and work methods in providing reference and referral, information search, and material loan services.</p> <p>Demonstrates an ability to learn to train others in using current technology and best work methods.</p>	<p>Demonstrates an understanding of current computer hardware and software applications.</p> <p>Demonstrates an ability to diagnose and resolve basic computer operations and software application issues</p> <p>Demonstrates an understanding of and ability to use best work methods common to modern urban library practice.</p> <p>Demonstrates an ability to learn and use current technology and work methods in providing reference and referral, information search, and material loan services.</p> <p>Demonstrates an ability to learn to train others in using current technology and best work methods.</p>	<p>Demonstrates an understanding of current computer hardware and software applications.</p> <p>Demonstrates an ability to diagnose and resolve basic computer operations and software application issues.</p> <p>Demonstrates an understanding of and ability to use best work methods common to modern urban library practice.</p> <p>Demonstrates an ability to use current technology and work methods in providing the full range of reference and referral, information search, and material loan services.</p> <p>Demonstrates an ability to train others in using current technology and best work methods.</p>	<p>Demonstrates an understanding of current computer hardware and software applications</p> <p>Demonstrates an ability to diagnose and resolve basic computer operations and software application issues.</p> <p>Demonstrates an understanding of and ability to use best work methods common to modern urban library practice.</p> <p>Demonstrates an ability to use current technology and work methods in providing complex reference and referral, information search, and material loan services.</p> <p>Demonstrates an ability to identify technology and work method training needs of local level library staff. Demonstrates the ability to either conduct or provide for the required training.</p> <p>Demonstrates an ability to plan, evaluate, recommend, introduce and implement new technology and work methods at the library local level.</p>	<p>Demonstrates an expert understanding of current computer hardware and software applications.</p> <p>Demonstrates an ability to diagnose and resolve basic computer operations and software application issues.</p> <p>Demonstrates an understanding of and ability to use best work methods common to modern urban library practice.</p> <p>Demonstrates an ability to use the current technology and work methods in providing the most complex reference and referral, information search, and material loan services.</p> <p>Demonstrates an ability to identify current technology and work method training needs of system-wide library staff. Demonstrates the ability to either conduct or provide for the required training.</p> <p>Demonstrates an ability to plan, evaluate, recommend, introduce and implement new technology and work methods on a system-wide basis.</p>

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PROJECT & PROGRAM MANAGEMENT, PRIORITIZATION, PLANNING, AND FINANCES	<p>Demonstrates an ability to plan, coordinate, and monitor reference and referral, information, material loan services, projects, and programs.</p> <p>Demonstrates an ability to appropriately prioritize one's own work, negotiate and meet deadlines, and assist in the planning and prioritizing work of the Agency.</p> <p>Demonstrates an ability to plan, implement, and manage projects and programs as assigned.</p> <p>Demonstrates an ability to develop and implement, under the direction of the supervisor, a local project budget and manage the assigned project funds.</p>	<p>Demonstrates an ability to plan, coordinate, and monitor reference and referral, information, material loan services, projects, and programs.</p> <p>Demonstrates an ability to appropriately prioritize one's own work, negotiate and meet deadlines, and assist in the planning and prioritizing work of the Agency.</p> <p>Demonstrates an ability to plan, implement, and manage projects and programs as assigned.</p> <p>Demonstrates an ability to develop and implement, under the direction of the supervisor, a local project budget and manage the assigned project funds.</p>	<p>Demonstrates an ability to plan, design, coordinate, and manage projects and programs for a branch library or a section of the Central Library.</p> <p>Demonstrates an ability to meet deadlines, define, measure, and evaluate project and program results, and appropriately prioritize and set deadlines for one's own work and the work of others.</p> <p>Demonstrates an ability to gather information needed for SPPLA budget development purposes.</p> <p>Demonstrates an ability to develop and implement, as directed, a budget for a small branch library or section of the central library, and manage the funds.</p>	<p>Demonstrates an ability to plan, design, coordinate, and manage multiple projects and programs for a branch library or division of the Central Library.</p> <p>Demonstrates an ability to meet deadlines, define, measure, and evaluate project and program results, and appropriately prioritize and set deadlines for one's own work and the work of others.</p> <p>Demonstrates an ability to assist in development of the SPPLA budget by making recommendations and developing budget requests.</p> <p>Demonstrates an ability to develop and implement a branch library or division of the Central Library budget and manage the funds.</p>	<p>Demonstrates an ability to plan, design, coordinate, and manage multiple projects and programs for an area library or department of the Central Library including system-wide collection development.</p> <p>Demonstrates an ability to meet deadlines, define, measure, and evaluate project and program results, and appropriately prioritize and set deadlines for one's own work and the work of others.</p> <p>Demonstrates an ability to assist in development of the SPPLA budget by making recommendations and developing budget requests.</p> <p>Demonstrates an ability to assist in the development of the SPPLA mission, vision, goals, and objectives.</p> <p>Demonstrates an ability to develop and implement an area library or department of the Central Library budget and manage the funds.</p>

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COMMUNICATIONS	<p>Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, and the community as a whole.</p> <p>Demonstrates an ability to effectively listen, speak, write, and interact in an appropriate manner within a diverse work group and with City administrators, employees of outside agencies, and a diverse group of library customers.</p> <p>Demonstrates a verbal and written ability to respond to requests for information and/or complaints and the judgment to make appropriate referrals.</p> <p>Demonstrates a level of proficiency to make informational presentations to adults and children at both SPPLA facilities and community locations.</p> <p>Demonstrates a basic understanding of and an ability to effectively participate in building, maintaining, staffing, and evaluating the effectiveness of collaborations, partnerships, and coalitions.</p>	<p>Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, and the community as a whole.</p> <p>Demonstrates an ability to effectively listen, speak, write, and interact in an appropriate manner within a diverse work group and with City administrators, employees of outside agencies, and a diverse group of library customers.</p> <p>Demonstrates a verbal and written ability to respond to requests for information and/or complaints and the judgment to make appropriate referrals.</p> <p>Demonstrates a level of proficiency to make informational presentations to adults and children at both SPPLA facilities and community locations.</p> <p>Demonstrates a basic understanding of and an ability to effectively participate in building, maintaining, staffing, and evaluating the effectiveness of collaborations, partnerships, and coalitions.</p>	<p>Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, and the community as a whole.</p> <p>Demonstrates an ability to effectively listen, speak, write, and interact in an appropriate manner within a diverse work group and with City administrators, community groups, employees of outside agencies, professional groups, and a diverse group of library customers.</p> <p>Demonstrates an ability to produce written and supporting visual material that is easily understood by the intended audience/reader.</p> <p>Demonstrates a verbal and written ability to respond to difficult requests for information and/or complaints and the judgment to make appropriate referrals.</p> <p>Demonstrates a level of proficiency to make a full range of normally required informational public presentations to adults and children at both SPPLA facilities and community locations.</p> <p>Demonstrates an understanding of and an ability to assist in building, maintaining, staffing, and evaluating the effectiveness of collaborations, partnerships, and coalitions.</p>	<p>Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, and the community as a whole.</p> <p>Demonstrates an ability to effectively listen, speak, write, and interact in an appropriate and persuasive manner within a diverse work group and with City administrators, community groups, employees of outside agencies, professional groups, and a diverse group of library customers.</p> <p>Demonstrates an ability to produce written and supporting visual material that is easily understood by the intended audience/reader.</p> <p>Demonstrates a verbal and written ability to respond to complex and difficult requests for information and/or complaints and the judgment to make appropriate referrals.</p> <p>Demonstrates a level of proficiency to make complex informational public presentations to adults and children at both SPPLA facilities and community locations.</p> <p>Demonstrates an understanding of and an ability to direct the building, maintaining, staffing, and evaluating of complex and multi-faceted collaborations, partnerships, and coalitions.</p>	<p>Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, and the community as a whole.</p> <p>Demonstrates an ability to effectively listen, speak, write, and interact in an appropriate and persuasive manner within a diverse work group and with elected officials, City administrators, community groups, employees of outside agencies, professional groups, and a diverse group of library customers.</p> <p>Demonstrates an ability to produce written and supporting visual material that is easily understood by the intended audience/reader.</p> <p>Demonstrates a verbal and written ability to respond to the most complex and difficult requests for information and/or complaints and the judgment to make appropriate referrals.</p> <p>Demonstrates a level of proficiency to make the most complex informational public presentations to adults and children at both SPPLA facilities and community locations.</p> <p>Demonstrates an understanding of and an ability to manage the building, maintaining, staffing, and evaluating of the most complex and difficult collaborations, partnerships, and coalitions.</p>

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TEAM WORK, MANAGEMENT, AND LEADERSHIP	<p>Demonstrates effective work group membership by being self-directed and motivated, by willingly accepting new and challenging assignments, and by completing assignments and meeting deadlines. Demonstrates interagency cooperation and collaboration.</p> <p>Demonstrates an ability to effectively manage the daily operations of a program or project and provide leadership to an assigned group of volunteers, and/or support staff by encouraging individual participation and creativity, by being supportive of others and the group decision making process, by effectively working with others to manage conflict, coaching employees, and by providing a good example in identifying and performing tasks that improve the work process.</p>	<p>Demonstrates effective work group membership by being self-directed and motivated, by willingly accepting new and challenging assignments, and by completing assignments and meeting deadlines. Demonstrates interagency cooperation and collaboration.</p> <p>Demonstrates an ability to effectively manage the daily operations of a program or project and provide leadership to an assigned group of volunteers, and/or support staff by encouraging individual participation and creativity, by being supportive of others and the group decision making process, by effectively working with others to manage conflict, coaching employees, and by providing a good example in identifying and performing tasks that improve the work process.</p>	<p>Demonstrates effective work group membership by being self-directed and motivated, by willingly accepting new and challenging assignments, and by completing assignments and meeting deadlines. Demonstrates an ability to model interagency cooperation and collaboration.</p> <p>Demonstrates effective management, supervision, and leadership of a work group that is involved in operating a small branch library or section of the Central Library by encouraging individual participation and creativity, by being supportive of others and the group decision making process, by effectively managing conflict, by being considerate, supportive, and impartial.</p> <p>Demonstrates an ability to coach employees, manage their development, and manage their performance, and assess their development.</p> <p>Demonstrates creativity in providing solutions to employee problems and in identifying and performing tasks that improve the work process.</p>	<p>Demonstrates effective work group membership by being self-directed and motivated, by willingly accepting new and challenging assignments, and by completing assignments and meeting deadlines. Demonstrates an ability to direct effective interagency cooperation and collaboration efforts.</p> <p>Demonstrates effective management, supervision, and leadership of a work group that is involved in operating a branch library, or a division of the Central Library by encouraging individual participation and creativity, by being supportive of others and the group decision making process, by effectively managing conflict, by being considerate, supportive, and impartial.</p> <p>Demonstrates an advanced ability to coach employees, manage their development, manage their performance, and provide appropriate assessment of their performance.</p> <p>Demonstrates creativity in solving employee problems and improving work processes including contributing to the resolution of area-wide issues.</p>	<p>Demonstrates effective work group membership by being self-directed and motivated, by willingly accepting new and challenging assignments, and by completing assignments and meeting deadlines. Demonstrates an ability to manage the most complex interagency cooperation and collaboration efforts.</p> <p>Demonstrates effective management, supervision, and leadership of a work group that is required in operating a department of the Central Library, an area library, SPPLA collection development, or an area-wide program by encouraging individual participation and creativity, by being supportive of others and the group decision making process, by effectively managing conflict, by being considerate, supportive, and impartial.</p> <p>Demonstrates an expert ability to coach employees, manage their development, appropriately evaluate their performance, and recognize superior performance.</p> <p>Demonstrates creativity in resolving employee grievances and other problems. Also, demonstrates creativity in improving work processes, the work environment, and in coordinating the resolution of area-wide issues.</p>

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CUSTOMER SERVICE	<p>Demonstrates an ability to quickly gain an understanding of the SPPLA mission and vision and the associated customer service standards.</p> <p>Demonstrates respect for the diversity of all SPPLA customers, co-workers, and the public by being pleasant, friendly, and approachable.</p> <p>Demonstrates a commitment to continuously improve customer service through a team approach by identifying and addressing customer needs.</p>	<p>Demonstrates an understanding of the SPPLA mission and vision and the associated customer service standards</p> <p>Demonstrates respect for the diversity of all SPPLA customers, co-workers, and the public by being pleasant, friendly, and approachable.</p> <p>Demonstrates a commitment to continuously improve customer service through a team approach by identifying and addressing customer needs.</p>	<p>Demonstrates an understanding of the SPPLA mission and vision and the associated customer service standards.</p> <p>Demonstrates respect for the diversity of all SPPLA customers, co-workers, the public by being pleasant, friendly, and approachable.</p> <p>Demonstrates a commitment to continuously improve customer service through a team approach by identifying and addressing customer needs.</p>	<p>Demonstrates an understanding of the SPPLA mission and vision and the associated customer service standards.</p> <p>Demonstrates respect for the diversity of all SPPLA customers, co-workers, and the public by being pleasant, friendly, and approachable.</p> <p>Demonstrates a commitment to continuously improve customer service through a team approach by identifying and addressing customer needs.</p>	<p>Demonstrates an understanding of the SPPLA mission and vision and the associated customer service standards.</p> <p>Demonstrates respect for the diversity of all SPPLA customers, co-workers, the public by being pleasant, friendly, and approachable.</p> <p>Demonstrates a commitment to continuously improve customer service through a team approach by identifying and addressing customer needs.</p>
Requirements					
EDUCATION, CERTIFICATION, & REGISTRATION	Library Associate (Part-Time)	Library Associate (Full-Time)	Librarian I	Librarian II	Librarian III
	A bachelor's degree; or two years of college (60 semester credits) and two years of reference and referral library services experience plus two courses in library-related classes; or a Certificate in Urban Library Services or equivalent certification and one-year of library services experience.	A bachelor's degree; or two years of college (60 semester credits) and two years of reference and referral library services experience plus two courses in library-related classes; or a Certificate in Urban Library Services or equivalent certification and one-year of library services experience.	A bachelor's degree and twenty-four (24) credits in courses leading to an American Library Association (ALA) accredited masters degree in Library Science. A bachelor's degree in Library Science and two years experience as a Library Associate or Library Specialist, or equivalent experience, are also acceptable requirements, however, they apply only to SPPLA employee candidates hired prior to June 2005.	An ALA accredited master's degree in Library Science is required. A bachelor's degree in Library Science and two years as a Librarian I, or equivalent experience, are also acceptable requirements, however, they apply only to SPPLA employee candidates hired prior to June 2005.	An ALA accredited master's degree in Library Science, and three years of experience as a Librarian II, or equivalent experience, are required. A bachelor's degree in Library Science and three years experience as a Librarian II, or equivalent experience, are also acceptable requirements, however, they apply only to SPPLA employee candidates hired prior to June 2005.